
State of Wisconsin

Department of Regulation and Licensing

2007-2009 Biennial Report



**1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708-8935**

Jim Doyle
Governor

Celia M. Jackson
Secretary



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Governor

**WISCONSIN DEPARTMENT OF
REGULATION & LICENSING**

Celia M. Jackson
Secretary



1400 E Washington Ave
PO Box 8935
Madison WI 53708-8935
Email: web@drl.state.wi.us
Voice: 608-266-2112
FAX: 608-267-0644
TTY: 608-267-2416

October 15, 2009

The Honorable James Doyle
Governor of Wisconsin
State Capitol
Madison WI 53702

Members of the Wisconsin Legislature
State Capitol
Madison WI 53702

Dear Governor Doyle and Members of the Legislature:

It is with great pleasure that I submit to you the 2007-2009 Biennial Report for the Department of Regulation and Licensing.

The past two years have been a period of great change in our agency as we have implemented our Strategic Planning efforts and made progress in some of our major goals of delivering services in a more effective and efficient manner. We have made extensive use of technology to deliver better service to our customers and to handle the large amounts of data it takes to process the more than 350,000 credentials we issue and renew each biennium.

The Department has taken on several new exciting projects in this past biennium. Many of these projects were the result of work done by our senior management in our leadership development course. One of our major projects is a commitment to reducing the amount of time it takes to handle a case from the time a complaint is received until it is resolved. Our Division of Enforcement is developing a plan to ensure that the vast majority of all new cases are resolved within 18 months. A second project is our E-Credential which allows credential holders to print their license upon payment of their renewal. This is a major cost savings in postage and printing.

New resources approved in the 2009-2011 State Budget will allow us to create a new Medical Examining Board Bureau in the department to provide improved licensing and enforcement services to the Medical Examining Board and the affiliated credentialing boards.

We remain unwavering in our mission of protecting Wisconsin residents by ensuring safe and competent practice of licensed professionals.

Sincerely,

Celia M. Jackson
Secretary



2007-2009 Biennial Report

Building Relationships



*Board members travelled to Madison July 23, 2008 to review and provide input on the DRL Strategic Plan. The day's activities included a reception at the Governor's Executive Residence. Above, **First Lady Jessica Doyle** welcomed the guests. Right, board members and DRL staff got a chance to mingle and share ideas. Below, Board members and DRL staff posed with First Lady Jessica Doyle for a group shot on the back lawn of the Executive Residence.*



2007-2009 Biennial Report Department of Regulation and Licensing

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Secretary's Outreach



Sec. Jackson talked to students at Wausau East High School about DRL and the Wisconsin Covenant program.

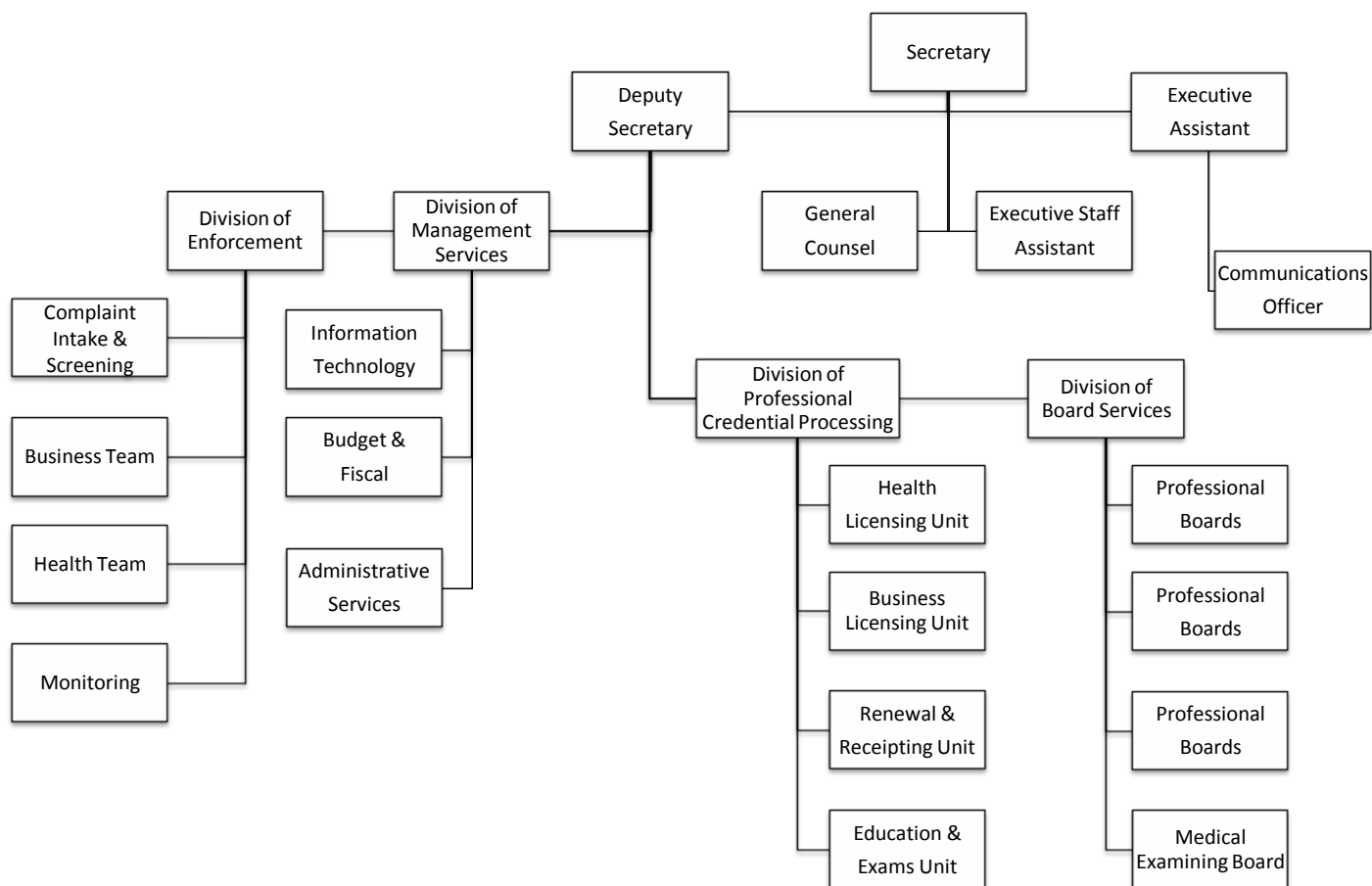
Sec. Jackson celebrated Nurses Week by presenting proclamations to representatives from Public Health Madison and Dane County (above) and by joining nurses at Franciscan Skemp Healthcare in La Crosse (right).



Sec. Jackson travelled the state extensively in early 2009, discussing the 2009-2011 State Budget and its impacts on DRL related programs. The travels included stops in Racine (left) and Beaver Dam (right).



Department Organizational Structure



Making Smiles!



More than 1,000 low-income individuals received free dental care from volunteers at the WI Dental Association's "Mission of Mercy" June 26th and 27th, 2009 in La Crosse. A bill passed by the legislature and signed by Governor Doyle, allowing out of state dentists to volunteer for the event, provided key support.



***Mara Brooks**-WI Dental Association Director of Government Services, **Hector Colon**-DRL Executive Assistant, DRL Secretary **Celia Jackson** and **Mark Paget**-WI Dental Association Executive Director were all smiles when they volunteered to help make the Mission of Mercy a success.*



*Above, **Dr. Lyndsay Knoell** works on a young patient in Racine as part of "Give Kids a Smile" in February 2009. The project was collaboration between the Racine County Dental Society and the Health Care Network of Racine. Around 50 kids received free dental services through the event.*



Department Overview

The Department of Regulation and Licensing and related professional boards protect the citizens of Wisconsin by ensuring the safe and competent practice of licensed professionals. We serve the public and the professionals we regulate by fairly administering education, experience, and examination requirements, setting professional practice standards, and ensuring compliance by enforcing occupational licensing laws.

The Department is organized into four divisions: Professional Credential Processing, Board Services, Enforcement and Management Services.

The Department licenses and regulates 132 different types of credentials in more than 58 professional fields. The agency's 114.32 full time equivalent employees issue approximately 55,000 new credentials each biennium and renew more than 350,000, providing ongoing support and services. The agency also provides centralized administrative services to 64 boards, councils, and advisory committees. The boards, councils, and advisory committees have varying levels of responsibility and oversight for their respective professions based on statutory provisions. The Department directly licenses 10 professions and provides all of the oversight itself for those occupations.

A list of professions and boards, councils, and advisory committees is provided in this report.



Office of the Secretary



Secretary Celia M. Jackson
Department of Regulation and Licensing

Celia M. Jackson was appointed Secretary of the Wisconsin Department of Regulation and Licensing (DRL) in April, 2005. Secretary Jackson directs, coordinates, and executes the Department's statutory responsibilities and makes Department appointments according to state law. Barbara Wyatt Sibley serves as Secretary Jackson's Deputy, and Hector Colon as Executive Assistant.

The **Office of the Secretary** manages the agency's resources and provides overall direction for DRL programs. The Secretary, Deputy, and Executive Assistant assist the Governor and the legislature in developing regulatory policies through legislation and rule-making efforts that protect the broad public interest. The Office of the Secretary submits the Department's budget to the Governor, directs the legislative program, develops long range plans to advance the Department's goals and provides communications services for DRL.

The **mission of the Department** is to protect citizens of Wisconsin by ensuring safe and competent practice of licensed professionals. An overriding principle of Secretary Jackson's

vision is building a DRL community to accomplish this mission.

"There is so much potential for greatness at DRL. We have an important responsibility in our role and work with professional boards to protect the public."

- Secretary Jackson

DRL Strategic Plan: An on-going major initiative of Secretary Jackson is having a Strategic Plan for the agency. The plan encompasses the ideas and thoughts of all DRL employees. The plan was most recently updated in early 2009 after it was presented to DRL employees and board members for their input.

This input included a day-long meeting with board members where they reviewed accomplishments from our 2007-2008 Strategic Plan and helped us develop our 2009-2010 Strategic Plan.

The **Strategic Priorities** of the Department for January 2009-June 2010 are as follows:

1. **PEOPLE** – Improve the Culture and Climate of the DRL
2. **SHARED VISION** – Improve Relationships with Key Stakeholders
3. **SUSTAINED PROGRESS** – Improve DRL Systems and Service Strategies
4. **CUSTOMER SERVICE**-Responsiveness

The DRL Management Team owns and is responsible for identifying and accomplishing action items related to the Strategic Priorities. The Management Team regularly reviews progress on the strategic plan. This information is communicated to the agency and board members at meetings and through our newsletters.



Office and Division Reports

Staff in the **Division of Professional Credentialing Processing** review license applications to confirm that applicants meet eligibility requirements established in Wisconsin statutes and administrative code. The division issues approximately 24,000 new credentials annually and renews more than 350,000 licenses biennially. Each year, division personnel provide 6,700 verifications of Wisconsin licensure to those seeking reciprocal licenses in other states.

The **Education and Examinations unit**, which is attached to the division, provides professional consultation to the boards on examination issues, develops and scores examinations, and provides for examinations by contract. Approximately 25,000 credentialing exams per year are administered by the Education and Examinations unit or its contractors. The unit also assists the boards in reviewing and approving pre-license and continuing education programs, and monitoring compliance with continuing education requirements.

The **Division of Enforcement (DOE)** receives nearly 2,500 consumer complaints each year. As the agency's consumer protection office, DOE is staffed with the investigative and legal expertise to screen, investigate, and prosecute consumer complaints promptly and appropriately. The division must balance the need to quickly and assertively pursue serious violators that endanger the health and welfare of the public, with the rights of credential holders who may be the subject of complaints, but have committed no wrong doing. Staff in the division also inspects business establishments, performs compliance audits of trust accounts and financial records, and monitors disciplinary orders to ensure compliance.

During this biennium DOE received 4,876 complaints. We closed 5,471 cases: closed at screening – 2,637, closed with investigation – 1,446, closed with formal action – 1,388. (The cases that closed may have been received prior to or during the biennium.) At the end of the biennium, the Division was monitoring 1,834 credential holders who received disciplinary action.

The Impaired Professional Program (IPP), also located in the division, provides alternatives to standard disciplinary proceedings for credential holders who seek help for substance abuse problems.

The **Division of Board Services** provides professional and administrative support to the Department's regulatory boards, councils, and committees, including coordinating and managing the business of the boards, preparing agendas, recording and transcribing meeting minutes, and researching and analyzing issues related to the regulated professions. The division also facilitates the drafting and implementation of new laws, rules and policies. Legal counsel in the division provides advice and assistance within the Department and to the boards, councils and advisory committees. The attorneys research practices issues, develop and revise administrative rules and assist the Secretary's office in formulating the Department's legislative agenda.

The **Division of Management Services** provides administrative services for other divisions in the Department. Budget and fiscal staff develop and administer the Department's biennial and operating budgets, and oversee the development and operation of the Department's financial management system. The Information Technology Section manages information technology programs, information systems development, and telecommunication services for the Department.



DRL Strategic Priorities

The mission of the Department of Regulation and Licensing is to protect the citizens of Wisconsin by ensuring safe and competent practice of licensed professionals. The Department is committed to effectively using our resources and improving our technology and automation to become more efficient and improve our services. The Department's significant accomplishments over the last biennium in the areas of People, Shared Vision, Sustainable Progress and Customer Service include the following:

1.) PEOPLE – Culture and Climate

2007-2009 Accomplishments

Improving employee morale and internal communications:

- DRL established an internal newsletter which is published six times per year featuring information about new policies and projects, new staff, retirements and other items of interest.
- A number of staff events have taken place over the last two years that have brought employees together. The Secretary's Speakers series provided employees with a chance to hear about issues of diversity and other topics. Regular Town Hall meetings provide an opportunity for the department to present information to all employees and build a sense of team.
- DRL employees combined in 2008 to donate more than \$22,500 to the annual "Partners in Giving" campaign, a record for the agency.
- The department's Affirmative Action Advisory Committee partnered with an alternative high school in the community to include some of their students in the 2009 "Take Your Child to Work Day" giving them a taste for what kind of work takes place at DRL.
- A number of interns from diverse backgrounds have worked at DRL during various times bringing their unique and fresh perspective to the agency.

Providing employee and board member training:

- DRL developed a required training curriculum for all supervisors and managers and provided the opportunity for all employees to receive training in an area related to their job at least once during the year.
- All DRL employees received customer service training in the spring of 2009. Examples of positive customer feedback have been featured in the DRL internal newsletter so that employees can see that their good work is appreciated.
- DRL's Division of Enforcement developed and implemented a Case Advisor Training for board members. The training provides an understanding of the case resolution process and the roles, responsibilities and restrictions applicable to the professional disciplinary process as a case advisor and board member. More than 100 people have been trained so far.
- A board member retreat was held to review DRL's 2007-2008 Strategic Plan and help develop the 2009-2010 plan.



DRL Strategic Priorities

1.) PEOPLE – Culture and Climate (continued)

2009-2011 Objectives

Employee and board member training:

- DRL will look for ways to offer leadership and customer service training to its employees.
- The case advisor training for board members will continue.
- A specific training aimed at new public members of our boards will be developed and implemented.

2.) SHARED VISION – Relationships

2007-2009 Accomplishments

Establishing and improving relationships with key stakeholders:

- DRL has met with the board chairs and executives of the associations representing the leading professions for which the department issues credentials. The purpose of these meetings was to discuss ways that we can improve communication and sharing of information on new developments within each profession. These meetings have already paid off with DRL authoring guest columns and articles which have appeared in newsletters and websites published by the associations representing our major professions, such as the Wisconsin Medical Society, the Wisconsin Dental Association and the Wisconsin Nurses Association.
- DRL developed an external newsletter early in 2009 targeted at board members. A decision was made after the first issue to expand the distribution and it is now also being sent to all members of the Wisconsin Legislature, all members of the professional boards associated with DRL and the associations representing those professions the department issues credentials for.
- The department has made visits to a number of educational institutions which provide pre-licensure and continuing education in a variety of professional fields we credential and regulate. Some of the places visited include the Marquette University Dental School, the schools of nursing at UW Eau Claire, UW Oshkosh and Viterbo University, the Medical College of Wisconsin, University of Wisconsin Hospital and Concordia University.

Increasing awareness and recognition of DRL with boards the public and professions:

- DRL has encouraged its boards to hold meetings outside of Madison. At least one board holds a meeting each quarter in another part of the state to give credential holders in other regions a chance to see their regulatory body at work.
- DRL has also engaged in a regular and proactive outreach program, holding meetings around the state to present information on various topics including the state budget and its impact on department programs, as well as new developments affecting the professions we are responsible for.



DRL Strategic Priorities

2.) SHARED VISION – Relationships (continued)

- In April 2009, DRL began issuing individual press releases to provide more detail on disciplinary actions taken against credential holders by the various boards in an effort to educate the public and credential holders about prohibited activities and the consequences.
- DRL also has issued a number of press releases on new department initiatives (such as our new E-Credential) and policy actions taken by boards or legislative action taken affecting professions for which we have responsibility.

2009-2011 Objectives

Develop Regulatory Digests for some of the larger professions:

- DRL will work with the appropriate boards to develop Regulatory Digests for some of the larger professions for which the department issues credentials. The Regulatory Digests will be an electronic document that is e-mailed to recipients who subscribe to receive it, or it may be a web-based compilation of information dealing with a particular profession. It would consist of information on new laws and rules relating to a specific profession as well as recent disciplinary actions taken against credential holders by the regulatory body. A Regulatory Digest was developed for the Medical Examining Board and distributed in July 2009.

3.) SUSTAINABLE PROGRESS – Systems and Service

2007-2009 Accomplishments

Reorganizing to create a cohesive and team-based organization to serve the Boards:

- DRL merged its Office of Legal Counsel and Division of Board Services early in 2009 to create a new unified Division of Board Services which will provide all support and legal services for the boards attached to the department.

Improvements in the case handling process:

- A team was formed in 2009 to do a comprehensive review of the case handling process in DRL's Division of Enforcement. The goal of the team is to make process improvements to reduce the case handling time to 18 months from the point at which a complaint is received in the department until it is closed. The team is looking at all phases of the case handling process including intake, investigation, prosecution and hearings.

Agency performance measures:

- The management team has worked together with the information technology staff to create more comprehensive and timely reports of key department performance such as number of credentials issued, complaints received, status of cases, etc. This has allowed the department to better track workload and make staffing changes or work assignments accordingly to meet demands.



DRL Strategic Priorities

3.) SUSTAINABLE PROGRESS – Systems and Service (continued)

2009-2011 Objectives

New Medical Examining Board Bureau:

- The 2009-2011 State Budget authorized new resources to DRL to create a bureau within the department to handle direct services to the professions licensed under the Medical Examining Board (MEB). DRL expects to have this new bureau fully staffed by early 2010. The additional positions authorized and assigned to this new bureau will increase the regulatory presence in the state and improve efficiency in the processing of enforcement cases in those professions. The new bureau will be funded by increases in the initial and renewal fees for credentials in the MEB related professions.

Administrative Law Judge Transfer and Attorney Reorganization:

- The 2009-2011 State Budget transferred Administrative Law Judge (ALJ) functions and a vacant attorney position from DRL to the Department of Administration which will now perform the ALJ functions for DRL and provide other enterprise legal services for the department as needed. The transfer of the ALJ and attorney position to DOA has already been completed.

Nursing Workforce Survey:

- As part of the 2009-2011 State Budget, the Department of Workforce Development (DWD) is required to develop and submit to DRL a survey form to gather data to assist DWD in evaluating the supply of, demand for, and turnover among nurses, shortages of nurses in any specialty areas, or impediments to entering the nursing profession in this state. Nurses will be required to complete this nursing survey in January 2010 during the renewal process which DRL conducts.

Space for new Division of Board Services:

- DRL will work to remodel existing space to provide a shared work area for merged staff in the new Division of Board Services. This will best provide for the integration of the legal staff and former Division of Board Services staff into the new teams developed under the merged Division of Board Services.

Security enhancements to DRL offices:

- Phase one of our facility improvements recently began with the creation of a secure file storage area to house confidential documents and records. The main public entrance at the DRL offices will also receive added security features, including better sight lines of the building entrance and lobby for the receptionist. The renewal counter will receive added security features including a Plexiglas window to separate customers from staff.



DRL Strategic Priorities

3.) SUSTAINABLE PROGRESS – Systems and Service (continued)

Redesign of Impaired Professionals Procedure (IPP) program:

- A task force appointed by Secretary Jackson has made a number of recommendations for changes to the IPP program. The program allows impaired professionals to retain their licenses and keep practicing under certain limits if they receive treatment and submit to drug and alcohol testing. Some of the recommended changes may require rule changes. The department is currently reviewing the proposed modifications to the IPP program with various boards and will then determine what final changes to adopt and what rule changes will be needed to implement a redesign of the program.

4.) CUSTOMER SERVICE – Responsiveness

2007-2009 Accomplishments

Improving use of technology:

- DRL adopted a new “agile process” to better gain user input on new information technology needs in an effort to design more efficient and responsive systems.

Increasing the availability and quality of on-line services:

- A new E-Credential system was developed to allow individuals to print their renewed credential at home, in color, rather than having to wait to receive it from DRL by mail.
- The number of credential holders renewing on-line continues to increase and is now at 85-90%.

2009-2011 Objectives

On-line initial applications:

- The department will work to provide the ability to apply on-line for an initial license in five professions by June 2010 and another five by June 2011. Currently there are no initial licenses for which an individual can apply on-line.

Redesign of the DRL Website:

- DRL has contracted with the Department of Administration’s Bureau of Business Application Services to redesign the department website, <http://drl.wi.gov>. The goal of the redesign is to provide a better ease of navigation throughout the site and make it a more robust resource for credential holders and the public who are using it to obtain information.



DRL Strategic Priorities

4.) CUSTOMER SERVICE – Responsiveness (continued)

Upgrade the customer phone system:

- Improvements will be made to the department's integrated voice response (IVR) system to make it more efficient at handling and routing customers who are calling with questions or to provide information.

Paperless board meetings:

- The Division of Board Services will pilot “paperless board meetings” with several boards over the next two years. The goal will be to have all meeting materials available in advance to board members electronically and have those documents available to them on computers at their seats during board meetings. The goal is to cut down on the large amounts of paper that are otherwise needed for board meetings and to make sure that they have the very latest information available to them at their meetings.



Alternative Work Schedules

Alternative work schedules are part of DRL's strategy to increase recruitment and retention of its employees. The agency routinely allows employees to work alternative schedules to accommodate family needs, transportation options and educational endeavors. At the same time, it is essential to provide adequate coverage during normal business hours to serve the needs of the public and our boards. Therefore, we always strive to balance the goals of employee flexibility and customer service when approving alternative work schedules.

During the biennium, DRL increased the number of online services available to the public. The concept of 24/7 online customer service will continue to drive new uses of technology to better serve the public, our boards and our employees. For example, technology presents new work scheduling opportunities for DRL employees, such as telecommuting and access to agency data and records while working from the field. This provides employees with new flexibility in accomplishing their work while also increasing efficiency and productivity.

A new policy on telecommuting went into effect on 1/1/08.



DRL Regulated Professionals

The decision to regulate a profession is made through legislation, proposed and passed by the Legislature and signed into law by the Governor. Historically, new professions to be regulated have been added in each biennium.

**Accountants
Acupuncturists
Aestheticians
Architects
Art Therapists
Athlete Agents
Athletic Trainers
Auctioneers
Audiologists
Barbers
Boxers and Boxing
Cemetery Authorities
Charitable Organizations
Chiropractors
Cosmetologists
Crematory Authorities
Dance Therapists
Dentists
Designers
Dietitians
Electrologists
Engineers
Fund Raisers
Funeral Directors
Geologists
Home Inspectors
Hydrologists
Interior Designers
Land Surveyors**

**Landscape Architects
Manicurists
Marriage and Family Therapists
Massage Therapists & Bodyworkers
Midwives, Licensed
Music Therapists
Nurses
Nursing Home Administrators
Occupational Therapists
Optometrists
Perfusionists
Pharmacists
Physical Therapists
Physicians
Podiatrists
Private Detectives
Private Security Persons
Professional Counselors
Professional Employer Organizations
Psychologists
Real Estate Salespersons & Brokers
Real Estate Appraisers
Registered Sanitarians
Respiratory Care Practitioners
Social Workers
Soil Scientists
Speech-Language Pathologists
Substance Abuse Counselors
Veterinarians**

During the biennium of 2007-2009 our Department had four new license types in one profession legislatively added to our area of responsibility – Professional Employer Organizations.



CREDENTIALS ISSUED AND RENEWED: 2007-2009

Professional Field	Credential Type	New Credentials	Renewals	Total Active 6/30/09
Accounting	Certified Public Accountant (01)	940	12558	13462
	Firms (03)	66	473	536
Acupuncturist	Acupuncturist (55)	99	385	456
Architects, Landscape Architects, Professional Engineers, Designers, and Land Surveyors	Architect (05)	433	4616	4862
	Engineer, Professional (06)	1392	18418	19151
	Designer (07)	80	1010	1070
	Land Surveyor (08)	114	1533	1616
	Corporation (11)	203	1133	1304
	Landscape Architect (14)	40	449	476
	Engineer-In-Training (500)	284	Do not renew	1504
Athlete Agent	Athlete Agent (97)	17	19	34
Athletic Trainers	Athletic Trainer (39)	155	649	742
Auctioneer	Auctioneer (52)	72	695	720
	Auction Company (53)	19	141	148
Barbering & Cosmetology	Aesthetician (86)	462	1690	1557
	Aesthetic Establishment (69)	106	214	225
	Aesthetics Instructor (72)	8	34	31
	Aesthetics School (59)	1	5	3
	Barber or Cosmetology Apprentice (600)	391	Do not renew	589
	Barber or Cosmetology Practitioner (82)	2397	21769	19173
	B or C Manager (81)	1114	18218	16121
	B or C Instructor (83)	109	682	643
	B or C School (87)	10	33	27
	B or C Establishment (80)	1540	7706	7430
	Electrologist (84)	12	262	228
	Electrology Establishment (70)	17	120	110
	Electrology Instructor (73)		4	4
	Electrology School (88)	1	3	2
	Manicurist (85)	525	3604	3120
	Manicuring Establishment (71)	252	714	741
	Manicuring Instructor (74)	6	32	29
	Manicuring School (89)	1	7	4
Boxing *	Professional Boxing Club (262)	1	Do not renew	1
	Boxing Seconds (265)	30	Do not renew	30
	Professional Boxer (263)	17	Do not renew	17
*Boxing licenses are issued annually.				
Cemetery	Cemetery Salesperson (96)	40	81	114
	Cemetery Authority (95)	3	66	99
	Cemetery Preneed Seller (101)	37	85	114
	Warehouse for Cemetery Merchandise (104)	0		0
	Cemetery Authority – Religious (102)	0		373
Charitable Organizations	Charitable Organizations (800) (Renewal is annual)	850	8777	5800



CREDENTIALS ISSUED AND RENEWED: 2007-2009

Professional Field	Credential Type	New Credentials	Renewals	Total Active 6/30/09
Chiropractic	Chiropractor (12)	177	2000	2059
	Nutritional Counseling Permit (910)			
	Ultrasound and Galvanic Therapy (900)			
Crematory	Crematory Authority (98)	12	66	77
Dentistry	Dentist (15)	281	4315	4628
	Conscious Sedation Enterally (450)			
	Conscious Sedation Parenterally (460)			
	Deep Sedation or General Anesthesia (470)			
	Dental Hygienist (16)	433	4686	5141
	Local Anesthesia Permit (400)			
Dietitian	Certified Dietitian (29)	160	1474	1539
Fund-Raising	Fund-Raising Counsel (105)	0	1	1
	Professional Fund Raiser (100)	13	72	81
Funeral Directors	Funeral Director Excluding Embalming (75)	0	3	4
	Funeral Director (77)	86	1239	1325
	Funeral Director in Good Standing (76)	0	19	19
	Funeral Establishment (78)	36	479	504
	Funeral Director Apprentice (700)** (Renewal is annual)	94	140	137
	Agents for Burial Agreements (107)	60	Do not renew	628
Geologists, Hydrologists and Soil Scientists	Geologist, Professional (13)	25	904	916
	Hydrologist, Professional (111)	2	149	149
	Soil Scientist (112)	2	153	150
	Geology Firm (201)	4	46	49
	Hydrology Firm (202)	0	12	12
	Soil Science Firm (203)	2	15	15
Hearing and Speech	Audiologist (156)	32	345	353
	Hearing Instrument Specialist (60)	30	190	201
	Speech-Language Pathologist (154)	329	1720	1863
Home Inspectors	Home Inspectors (106)	165	810	873
Interior Designers	Interior Designers (109)	37	301	319
Massage Therapists or Bodyworkers	Massage Therapists or Bodyworkers (46)	600	2735	2812
Medical	Physician, MD (20)	2511	19890	22567
	Physician, DO (21)	200	1072	1270
	Physician Assistant (23)	299	1505	1807
	Perfusionist (18)	8	84	94
	Respiratory Care Practitioner (28)	312	2592	2887
	Temporary Education Permit (850)	555		890
Midwives	Midwives (49)	40	31	62



CREDENTIALS ISSUED AND RENEWED: 2007-2009

Professional Field	Credential Type	New Credentials	Renewals	Total Active 6/30/09
Music, Art and Dance Therapists	Art Therapist (36)	11	62	75
	Dance Therapist (37)	1	9	10
	Music Therapist (38)	11	46	57
Nurses	Registered Nurses (30)	9589	74381	81966
	Licensed Practical Nurse (31)	2251	14446	15532
	Nurse Midwife (32)	24	167	179
	Advanced Practice Nurse Prescriber (33)	619	2859	3146
Nursing Home Administrator	Nursing Home Administrator (65)	92	877	928
Occupational Therapists	Occupational Therapist (26)	207	3138	3332
	Occupational Therapy Assistant (27)	139	1138	1265
Optometry	Optometrist (35)	69	1088	1162
	Diagnostic Pharmaceutical Agent Certified (300)			
	Therapeutic Pharmaceutical Agent Certified (600)			
Peddler	Peddler(110)	2		37
Pharmacy	Pharmacist (40)	665	6523	6949
	Pharmacy (42)	170	1179	1277
	(CS Space Use Permit)			
	Distributor of Prescription Drugs (45)	121	290	461
	Drug Manufacturer (44)	24	70	85
	Pharmacy – Out of State (43)	219	258	407
Physical Therapists	Physical Therapist (24)	472	4386	4838
	Physical Therapy Assistant (19)	208	1317	1497
Podiatrist	Podiatrist (25)	30	325	368
Private Detective	Private Detective (63)	222	869	991
	Private Detective Agency (62)	107	514	621
Private Security Persons	Private Security Persons (108)	3805	6001	8295
	Firearms Permit			
	Firearms Certifier (64)	13	39	49
Psychology	Psychologist (57)	129	1497	1647
	School Psychologist (58)	5	85	70
Real Estate	Broker (90)	904	11919	12145
	Salesperson (94)	2156	12092	12734
	Business Entity (91)	486	2712	2904
	Time Share Salesperson (93)	129	170	241
Real Estate Appraisers	Certified General Appraiser & Licensed Appraiser (10)	122	590	720
	Certified Residential Appraiser & Licensed Appraiser (09)	177	886	1089
	Licensed Appraiser (04)	61	599	665
Registered Sanitarians	Registered Sanitarian (197)	19	424	442



CREDENTIALS ISSUED AND RENEWED: 2007-2009

Professional Field	Credential Type	New Credentials	Renewals	Total Active 6/30/09
Social Workers, Marriage and Family Therapists and Professional Counselors	Social Worker (120)	632	6297	5813
	Advanced Practice Social Worker (121)	514	1929	1909
	Independent Social Worker (122)	13	435	404
	Licensed Clinical Social Worker (123)	183	3866	3520
	Licensed Marriage and Family Therapist (124)	47	583	528
	Marriage & Family Therapist Training Lic (228)	75		144
	Marriage & Family Therapist Training Cert (128)	0		0
	Licensed Professional Counselor (125)	305	2586	2393
	Professional Counselor Training Cert (126)	2	Do not renew	2
	Professional Counselor Training Lic (226)	427	3	638
	Social Worker Training Cert (127)	386	1	392
Substance Abuse Counselor	Substance Abuse Counselor (131)	134	502	548
	Substance Abuse Counselor in Training (130)	356	624	762
	Clinical Sub Abuse Counselor (132)	127	1256	1295
	Clinical Supervisor in Training (133)	49	112	127
	Intermediate Clinical Supervisor (134)	18	186	191
	Independent Clinical Supervisor (135)	42	212	231
	Prevention Specialist (137)	2	28	28
	Prevention Specialist in Training (136)	15	18	25
	Substance Abuse Specialty Permit			
Veterinary	Veterinarian (50)	307	2989	3308
	Veterinary Technician (51)	236	1056	1245
*Controlled Substances Board	(Also Issued) Special Use Authorization Permits			
** Special Permits (875)		44	1	54
	Audiologist Audiology Student Training Permit			
	Chiropractor Limited Special Events Permit			
	Dentist Faculty License			
	Medicine & Surgery Camp or Recreational Facility Physician			
	Distinguished Visiting Professor			
	Locum Tenens			
	Perfusionist Locum Tenens			
	Physical Therapist Locum Tenens			
	Podiatrists Education Permit			
	Locum Tenens			
	Veterinarians Education Permit			
	Faculty License			
	Postgraduate Training Permit			
	Temporary Consulting Permit			
Totals		45,522	326,873	345,844

NOTE: Totals are non-duplicated counts. Some establishments and individuals are initially credentialed and renewed within the same period. This report includes temporary permits and permanent licenses so the "New Credentials" column may duplicate some individuals.



DRL Boards, Sections, Councils & Advisory Committees

There are 64 Boards, Counsels and Committees regulated by the Department of Regulation and Licensing. Each board is comprised of both professional and public members and varies in size from 4 to 12 people. Board members are appointed by the Governor for the purpose of public protection. The functions of the Boards, Counsels and Committees are as follows:

- Examining Boards: Set standards of professional competence and conduct for the profession. These boards also prepare, conduct and administer the examinations, grant and deny credentials and impose discipline.
- Affiliated Credentialing Boards: Set standards of professional competencies and conduct for the profession under the affiliated credentialing board's supervision; review the qualifications of prospective new practitioners; grants credentials; and takes disciplinary action against credential holders.
- Examining Councils and Councils: Serve in an advisory capacity to formulate rules to be promulgated by the examining board, boards or department for the regulation of the specific profession.
- Auctioneer, Real Estate and Real Estate Appraisers Boards: Advisory in all matters except screening complaints and imposing discipline
- Direct Licensing Advisory committees and Screening Panels: The Secretary of the Department directly regulates the profession or occupation. The Committee or panel members make recommendations and advise the Secretary on issues relating to the specific professions.



On a quarterly basis, one of DRL's boards meets outside of Madison to give residents in other areas of the state a chance to see their regulatory bodies in action. The May 2009 Board of Nursing meeting was held at UW-La Crosse.



DRL Boards, Sections, Councils & Advisory Committees

Accounting Examining Board
Acupuncture – Direct Licensing
Athletic Agents Advisory Committee
Auctioneer Board
Barber and Cosmetology Examining Board
Barbering and Cosmetology Schools-Direct Licensing
Boxing - Direct Licensing
Cemetery Board
Crematory Authority Council
Charitable Organization Registration, Professional Fund Raisers and Fund Raising Counsel
Chiropractic Examining Board
Controlled Substances Board
Dentistry Examining Board
Funeral Directors Examining Board
Hearing and Speech Examining Board
 Council on Speech – Language Pathology and Audiology
Home Inspectors – Direct Licensing
Interior Designers – Direct Licensing
Joint Board of Architects, Landscape Architects, Prof Engineers, & Designers & Land Surveyors
 Architects Section
 Designers Section
 Professional Engineers Section
 Land Surveyors Section
 Landscape Architects Section
Joint Board of Professional Geologists, Hydrologists & Soil Scientists
 Geologists Section
 Hydrologists Section
 Soil Scientists Section
Joint Board of Marriage & Family Therapy, Professional Counseling, and Social Work
 Marriage & Family Therapist Section
 Professional Counselor Section
 Social Worker Section
Massage Therapists and Body Workers Council
Medical Examining Board
 Athletic Trainers Affiliated Credentialing Board
 Council on Physician Assistants
 Dietitians Affiliated Credentialing Board
 Occupational Therapists Affiliated Credentialing Board
 Perfusionists Examining Council
 Physical Therapists Affiliated Credentialing Board
 Podiatrist Affiliated Credentialing Board
 Respiratory Care Practitioners Examining Council



***DRL* Boards, Sections, Councils & Advisory Committees (continued)**

Licensed Midwives Advisory Committee
Music, Art, and Dance Therapists – Direct Licensing
Board of Nursing
Nursing Home Administrators Examining Board
Optometry Examining Board
Pharmacy Examining Board
Private Detectives – Direct Licensing
Private Security Persons – Direct Licensing
Psychology Examining Board
Real Estate Appraisers Board
 Real Estate Appraisers Application Advisory Committee
 Real Estate Appraisers Education and Experience Advisory Committee
Real Estate Board
 Real Estate Contractual Forms Advisory Committee
 Real Estate Curriculum and Examinations Council
Registered Sanitarians– Direct Licensing
Small Business Review Advisory Committee
Substance Abuse Counselors Advisory Committee
Veterinary Examining Board

Case Advisor Training



DRL has trained more than 100 board members on the roles, responsibilities and restrictions applicable to the professional disciplinary process as a case advisor.



Number of Board Meetings Held 2007-2009

Profession	Number of Meetings	Statutory Requirement
Accounting	7	
Athletic Trainers	4	
Auctioneers	4	15.07(3)(bm)3
Barber/Cosmetology	10	
Cemetery	8	15.07(3)(bm)6
Chiropractic	11	
Controlled Substances	4	
Crematory Authority	0	
Dentistry	6	
Dietitians	4	
Funeral Directors	10	
Hearing & Speech	4	15.08(3)(c)
Massage Therapy & BW	2	
Medical	24	15.08(3)(b)
Nurses	20	
Nursing Home Adm.	8	
Occupational Therapy	6	
Optometry	3	
Perfusionists	2	
Pharmacy	7	
Physical Therapists	6	
Physician Assistants	2	
Podiatrists	6	
Psychology	14	
Real Estate	12	
RE Curriculum	3	
RE Forms	13	
Real Estate Appraisers	5	
REA Application	7	
REA Education	2	
Respiratory Care	3	
Sanitarians	4	
Speech Language P&A	1	
Substance Abuse	1	
Veterinary	4	
AE JOINT BOARD	4	
Architects	4	
Engineers	10	
Engineer Apps	8	
Designers	4	
LSA	4	
LSR	4	
GHSS JOINT BOARD	4	15.405(2m)(b)
Geology	3	
Hydrology	1	
Soil Science	0	
MFTPCSW JOINT BOARD	7	
MFT	8	
PC	11	
SW	14	
SW Apps	14	



Examination Pass Rates 2007-2009

The Office of Education and Examinations manages examinations for the various examining boards that require these examinations for candidates seeking a Wisconsin license or credential. This involves close work with Wisconsin licensing boards in developing and maintaining examinations, as well as extensive work in coordinating with national exam providers and exam administration companies.

The examinations listed in the above table reflect both nationally given professional subject matter competency exams, Wisconsin-developed subject matter competency exams, and Wisconsin-specific examinations on statutes and rules (S & R exams). Some of the examinations have multiple parts to address specific competencies within a professional field.

Examinations are provided to exam candidates using proctored paper and pencil delivery, proctored computer site delivery, and online delivery. Many of the national exams are computer-delivered by companies with sites specializing in exam delivery, which have contracted with the Department of Regulation and Licensing to provide this service to Wisconsin license candidates.

The Department has contracts with exam administration companies to administer the few remaining large paper and pencil examinations, and the Department also administers a few small paper and pencil national exams and state exams utilizing staff within the Department.



***E*xamination Pass Rates 2007-2009**

Examination Type	Total Number of Candidates	Number of Passing Candidates	Passing Percentage
Accountant–National (all parts)	4,026	3,209	79.7
Accountant- S & R	1,094	1,005	91.8
Acupuncturist-National	83	80	96.3
Advanced Practice Nurse Prescriber- S & R	634	608	95.8
Aesthetician	488	402	82.3
Appraiser-National	248	127	51.2
Appraiser-S & R	159	130	81.7
Architect-National (all parts)	2,644	1,771	66.9
Auctioneer	76	63	82.8
Auctioneer-CE	103	98	95.1
Barbering /Cosmetology Instructor	133	87	65.4
Barbering/Cosmetology Manager	1,154	793	68.7
Barbering/Cosmetology Practitioner	1,803	1,726	95.7
Chiropractic-S & R	167	167	100
Dental-S & R	293	290	98.9
Dental Hygiene-S & R	453	448	98
Designer Electrical	7	3	42.9
Designer Fire	3	3	100
Designer HVAC	8	7	87.5
Designer Plumbing	4	3	75
Electrologist	3	3	100
Engineer-FE National	1,074	804	74.8
Engineer-PE National	325	174	53.5
Funeral Director-state	77	70	90.9
Geologist-Fundamentals	37	24	64.8
Geologist-Principles and Practice	28	22	78.5
HIS/Audio	49	35	71.4
HIS/Earmold	39	31	79.5
HIS Written	35	16	45.7
Home Inspector-S & R	263	243	92.3
Landscape Architect-National	54	31	57.4
Land Surveyor-Fundamentals	61	42	68.8
Land Surveyor-Principles and Practice	87	61	70.1
Land Surveyor-S & R	81	71	87.6
Manicurist	426	369	86.6
Marriage & Family Therapy-S & R	95	61	64.2
Marriage & Family Therapy-National	52	32	61.5
Massage Therapist/Bodyworker-S & R	524	521	99.4
Medical-S & R	3,249	2,875	88.4
Medical-Orals	118	106	89.8
Medical-National	394	373	94.6
Music Art Dance-S & R	6	6	100
Nursing Home Administrator-S & R	141	87	61.7
Nursing Home Administrator-National	114	67	58.7
Occupational Therapy/OT Assistant-Orals	16	14	87.5
Occupational Therapy/OT Assistant-S & R	407	395	97



***E*xamination Pass Rates 2007-2009**

Examination Type	Total Number of Candidates	Number of Passing Candidates	Passing Percentage
Optometrist-S & R	78	69	88.5
Perfusionist-S & R	3	3	100
Pharmacist-S & R	578	550	95.1
Pharmacist-National	349	346	99.1
Pharmacist-Practical	279	244	87.4
Physician Assistant-S & R	299	290	96.9
Physician Assistant-Orals	9	8	88.8
Physical Therapist-National	297	261	87.8
Physical Therapy/PT Assistant-S & R	718	714	99.4
Physical Therapy Assistant-National	250	226	90.4
Physical Therapy/PT Assistant-Orals	7	7	100
Private Detective	220	153	69.5
Podiatry-S & R	32	32	100
Professional Counselor-National	245	230	93.9
Professional Counselor –S & R	333	313	93.9
Psychologist-National	96	74	77
Psychologist-Ethics	116	115	99.1
Practical Nurse-NCLEX	2,143	2,028	94.6
Registered Nurse-NCLEX	6,185	4,948	80
Real Estate Broker	1,534	999	65.1
Real Estate Sales	3,446	3,101	89.9
Real Estate –Continuing Education	76	54	71.0
Respiratory Care-S & R	393	333	84.7
Respiratory Care-Orals	19	17	87.4
Substance Abuse-S & R	1,010	1,007	99.7
Substance Abuse-Orals	12	8	66.7
Sanitarians	19	10	52.6
School Psychologist-Ethics	16	16	100
Social Work-S & R	1,533	1,520	99.1
Social Work Basic-National	772	596	77.2
Social Work Advanced-National	44	40	90
Social Work Clinical-National	120	101	84.1
Social Work Intermediate-National	588	452	76.9
Soil Science-Fundamentals	17	15	88.2
Soil Science-Principles	3	2	66.6
Veterinarian/Veterinary Technician-S & R	652	634	97.2
Veterinarian-National	155	141	91
Veterinary Technician-National	436	275	63
Total Examinations 7/1/2007 through 6/30/2009	44,498	37,555	84.4





Jim Doyle
Governor
State of Wisconsin



Celia M. Jackson
Secretary
Department of Regulation and Licensing

It is the mission of the
Department of Regulation and Licensing
to enhance the quality of life for all Wisconsin citizens
by ensuring the availability of
safe and competent professional services.

A special note of thanks
for the dedication and hard work
of the employees of the Department
and the commitment of time and expertise
of our board members
who help to carry out our mission.

I acknowledge your service and offer
my sincere appreciation and gratitude.

